

1. Kindly peruse Flag A. The tender notice F.06/NS/DUSIB/423/2017 Dated 05.07.2017 inviting thorough online mode the **Request for Proposal for providing shelter management services** to the homeless people in the selected night shelters from interested organizations.
2. As scheduled, the pre-bid meeting was conducted on 19.07.2017 at the conference hall, DUSIB. Representative from various NGOs/orinations participated in the pre bid meeting.
3. During the pre-bid meeting as well as by written correspondences, the prospective bidders have sought clarification on following points. The details are as follows

Flag A

S.No	Points raised by the bidders	View of the Branch
1	In the check list point (f) ask to submit scanned copy of Service tax registration certificate. We don't have service tax registration and is registered U/S 12A, read with section 12AA of the income tax act, 1961 and U/S 80G (5)(vi) of the Income Tax Act, 1961. Do we have to submit scan copies of 12A and 80G certificates in place of service tax? <b>(Janpahal)</b>	During the pre-bid meeting also the same point was raised by the NGOs. Some NGOs informed that they are exempted from GST registration. As GST has already replaced service tax and NGOs informed that they do not have sufficient time to register under GST, it was decided that "NGOs shall submit an undertaking in a stamp paper (Rs.100) dully attested by a notary public that if they are selected for providing the shelter management services in the tender, they agree to submit the GST registration certificate within 60 days from the date of issue of work order/award letter or exemption certificate from the competent authority for the same i.e they are exempted from paying GST.
2	What is the appropriate stamp value of non judicial stamp paper for (1) power of attorney to nominate lead member, (2) power of attorney to authorizing signatory of the bid (3) Joint bidding agreement (4) draft Shelter Management Agreement. <b>(Janpahal)</b>	Matter is Discussed With Shri. Maggo, JLO and Shri. Akshay, JLO (NS). They informed that Rs 100/- stamp paper would be sufficient for (1) power of attorney to nominate lead member, (2) power of attorney to authorizing signatory of the bid (3) Joint bidding agreement (4) Shelter Management Agreement.
3	Do we need to submit separate Joint bidding agreement for each cluster?. <b>(Janpahal)</b>	One joint bidding document is sufficient even if they bid for more than one cluster. However, details of such clusters for which they are going to submit the bid should be clearly indicated in the Joint bid document as well as in the Letter of Bid.
4	Do we need to submit separate draft shelter management agreement for each cluster? <b>(Janpahal)</b>	According to RFP, Each of the Project/Cluster shall be implemented through separate Shelter Management Agreements. Hence, the bidder has to execute separate shelter management agreement for each cluster after issue of award letter for providing the shelter management services in the

		selected cluster.
5	Do we need to pay INR 11,150 as bid document for each cluster? (Janpahal)	Rs 11,150/- has to be deposited only once even if they bid for more than one cluster as the bid document fee is charged only once even if the tender has more than one item.
6	Can the financial bid be in paisa? If yes, can we also put an amount like 1paise 3 paise which is not in use? (Janpahal)	It was decided in the meeting that financial bid cannot be quoted in paisa. It can be Rs1/- (one) and multiple thereof.
7	Do we need to submit any hard copy? (Janpahal)	It is an e-tender. Hence, all documents have to be uploaded in the e-tender website. Submission of documents in any other mode shall not be considered for evaluation.
8	Do we need to create user id and password for e-tendering? If yes, does it need to be in the name of consortium? (Janpahal)	It was clarified in the meeting that all the bidders has to register themselves in the e-tendering website and for any queries and clarifications regarding registration and uploading the documents, they can contact bidder registration portal at 6 <sup>th</sup> floor, C-Wing, Vikas Bhawan - II near Matcafe House, Delhi-54.
9	If the consortium creates user id and password, whose pan no should be used for the e-tendering? And who needs to be have digital signature to be able to sign the bid in e-tendering? (Janpahal)	PAN number of all the members of the consortium should be uploaded in the website as part of technical bid documents.
10	How many files and of what type and size can be uploaded in the e-tendering mode? (Janpahal)	It was clarified in the meeting that for any queries and clarifications regarding registration and uploading the documents, they can contact bidder registration portal at 6 <sup>th</sup> floor, C-Wing, Vikas Bhawan - II near Matcafe House, Delhi-54.
11	Service tax registration certificate, under the heading "Documents to be submitted in the technical bid. In this connection we would like to submit that from 1st July onward Service Tax has been abolished and replaced by GST, hence Service tax registration has no significance and every person liable to pay GST has to be registered under GST. (PRAYAS)	Already clarified in point no:1 above
12	We being the NPO has no commercial activities and we are exempt under section 12A(a) and 10(23)(c)(iv) we are not required to get registered under GST. We therefore, request you to exempt us	Already clarified in point no:1 above

	from Submitting this document. <b>(PRAYAS)</b>	
13	Cost of bid document has been mentioned at three amounts at various pages of RFP, like at one place it is Rs. 11,150/- at page -1, at 2nd place it is Rs. is 1,150/- at page 2 and in third place Rs. 11,500 at page no-8. We would like to know which amount is correct. <b>(PRAYAS)</b>	Cost of bid document is Rs 11,150/- (Rupees eleven thousand one hundred and fifty only)
14	Please confirm that Service Tax Registration is mandatory for NGO or Voluntary Organization while filling the technical bid for Management of Night Shelters in Delhi. <b>(Samarth)</b>	Already clarified in point no:1 above
15	SPYM does not qualify for Service Tax registration since it is a non-profit. As such, it is exempt from Taxes; Tax exemption certificate will be attached accordingly. Kindly clarify the same? <b>(SPYM)</b>	Already clarified in point no:1 above
16	Kindly remove the following designated shelters from the list as the same are designated as follows: <ul style="list-style-type: none"> <li>• Cluster 15; Code No. 63— Recovery shelter</li> <li>• Cluster 15; Code No 238— TB Recovery shelter</li> <li>• Cluster 13; Code No. 65 – For drug users treatment</li> </ul> <i>(Orders designating these shelters as exclusive shelters are attached as Annexure for ready reference)</i>  DUSIB may kindly consider adding Cluster No. 13 Code No. 10 to list of designated shelters since 50-60 children produced before <b>Child Welfare Committee (CWC)</b> are residing here under the CWC's observation. <b>(SPYM)</b>	Matter discussed with Member (Expert) and Member (Engineering). Since, DUSIB has already issued letter designating the shelter code number 63 vide letter F-06/NS/DUSIB/289/Misc - Vol II/2015/D-175 dated 05.04.2016 As recovery shelter and shelter code number 65 as shelter for drug users treatment vide letter D-526/Director(NS)/2012 dated 01.02.2012 and the same is functional as on today, these two shelters may be removed from the cluster and the tender process.
17	Kindly clarify the final cost of bid Document? <b>(SPYM)</b>	Cost of bid document is Rs 11,150/- (Rupees eleven thousand one hundred and fifty only)
18	DUSIB may kindly consider giving appropriate weight age (90% and 10% or 80% and 20%) to Technical & Financial Bid evaluation instead of "lowest bidder wins" to ensure quality of services along with the scoring sheet for evaluation. A proposed Combined Quality cum	Matter discussed with Member (Expert) and Member (Engineering). The duly constituted committee and HLCC has already deliberated on various models and after detailed discussion prescribed the technical and financial criteria to ensure transparency and foster healthy

	Cost Based Selection (CQCCBS) method which is followed for Govt. of India tenders could be adopted by DUSIB for evaluation of bids. (SPYM)	competition. Hence, there is no need to change the technical and financial criteria. Besides, changing the evaluation criteria as this stage may change the tendering evaluation process completely.
19	As per the norms of the RFP, agencies can put forward bid of Re. 1 for variable component of financial bid; this has serious implication on the service delivery and the quality of services which has critical components including procurement of cleaning materials, regular washing of beddings, blankets etc.; carrying out minor repairs as per the agreement, maintain the rescue teams etc. (SPYM)	Matter discussed with Member (Expert) and Member (Engineering). Sufficient checks and balances and monitoring mechanism are proposed in the shelter management agreement to ensure quality of service delivery by the selected NGO.
20	Do the Technical and Financial bids have to be prepared Cluster Wise or One Technical & Financial Bid for all the clusters will suffice? (SPYM)	It a single tender. Hence, bidders have to submit the technical bid documents only once. The Financial bid has to be submitted as per the BOQ available in the e-tendering website.
21	What is DUSIB's definition of a 'fire audit'? A Fire Audit is usually carried out by second or third party, not by the party providing the service itself. In this case, it would be more appropriate for fire audit to be carried out by DUSIB. (SPYM)	As per the shelter management agreement, the SMA shall be responsible for Maintaining adequate fire protection measures including carrying out the fire audit, regular refill or changing of fire extinguishers etc.
22	Who would be responsible for procurement and to make provision of the locker? If the agency is required to provide lockers, in such case where is it going to be budgeted? (SPYM)	DUSIB will be responsible for procurement of lockers.
23	Night Shelter Code No. 10 at Nizamuddin has been added to Cluster No. 13; however it's geographical location is in the same catchment area as the Sarai Kale Khan Night Shelter complex in Custer 15. We request DUSIB to kindly shift Night Shelter Code No. 10 to Cluster 15; this would make it more convenient for us to shift homeless between the two, especially sick homeless. (SPYM)	Matter discussed with Member (Expert) and Member (Engineering) and the same may be agreed.
24	The NGO working in different area should be given their respective places if possible for running Night Shelter because as Homeless	It is an open tender. Hence not possible to accept the suggestion.

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	people have gained trust and personal attachment with us. (FCRA)	
25	The NGOs working in a particular area should not be given more than 1 or 2 cluster in that area for quality work. (FCRA)	It is an open tender. Hence not possible to accept the suggestion. However, sufficient checks and balances and monitoring mechanism are proposed in the shelter management agreement to ensure quality of service delivery by the selected NGO.
26	Lastly and more importantly fees of the tender is Rs. 11,150 this year should be reduces like the last time. (1000) (FCRA)	Tender document fee is fixed as Rs 11,150/- to ensure that only genuine bidders will participate in the bid.
27	Fixed Cost: - As he bid document DUSIB will pay 3 Caretakers + 1 Sweeper pages. There is no provision for the relievers for giving weekend off to Caretakers. Under the law we cannot take services for more than 26 days and have to give weekend off to workers. The relievers cannot be volunteer. Kindly include the cost of Relievers in the fixed cost. (AAA)	Matter discussed with Member (Expert) and Member (Engineering) and the same may be agreed, as per labour law one day paid holiday has to be given to an employee after working continuously for six working days. DUSIB shall also pay the salary/remuneration for the reliever for caretaker, sweeper and security guard (only in women shelters) as a part of fixed component.
28	Under the current scenario the organization having technical experience do not have weightage over the less experienced organization agency because the L1 gets the chance of being selected while fulfilling the minimum eligibility of technical bid. Therefore we request you to consider due weightage (80% to technical 20%) to bid evaluation instead of simply selecting the lowest bidder. This will ensure quality of services. (AAA)	Matter discussed with Member (Expert) and Member (Engineering). The duly constituted committee and HLCC has already deliberated on various models and after detailed discussion prescribed the technical and financial criteria to ensure transparency and foster healthy competition. Hence, there is no need to change the technical and financial criteria. Besides, changing the evaluation criteria as this stage may change the tendering evaluation process completely.
29	We request you to put NS Code. 18 & NS Code. 35 in special category and designate these as Recovery Shelters for Homeless women and keep them out of bidding. AAA would like to run these two shelters as Special to continue. (AAA)	Matter discussed with Member (Expert) and Member (Engineering). Since, the shelter code number 18 is used for treating the mentally ill women, the same may be removed from the cluster and the tender process.
30	We would like to know if preference will be given to NGO running the existing clusters. We would suggest that Monopoly is not	Tender will be evaluated as per the technical and financial criteria prescribed in the tender document and no preference will be given outside

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	created and clusters are given to Deferent NGOs. (AIAWCD)	the criteria prescribed in the tender document.
31	<p>You are aware that Centre for Equity Studies has been running recovery shelter( shelter no-243) and General Shelter(shelter no-244) since Dec 2015.You know that we have been running both shelters with good qualities and also users are happy to stay at general shelter. Also we have a dedicated staff at general shelter and recovery shelter.</p> <p>But we would like to request to you, please don't incorporate in a Bid process of general shelter at Geeta Ghat. I have given proper reasons, why couldn't general shelter would be included in a bid process:</p> <ol style="list-style-type: none"><li>1. There is a clear and direct relationship between the recovery shelter and the general shelter. For example, patients who suffer from HIV, a lifelong condition, start their treatment at the recovery shelter, often for TB. However even after they are cured of their secondary illnesses, they stay with us in the general shelter because of their vulnerable condition. All those with chronic or long term illnesses such as asthma, liver conditions and diabetes do the same, they stay in our general shelter when they are discharged so that they can be close to reliable medical care. For those with HIV we also have to take guardianship of them to start their ART treatment from hospitals. Also general shelter, its like a half way home.</li><li>2. The general shelter currently houses a program from vulnerable youth between the ages of 18-25. These are boys who often have come of age in government homes, and do not have any place to go, but want to continue their studies. The general shelter provides them a</li></ol>	<p>Matter discussed with Member (Expert) and Member (Engineering). The shelter code number 244 may be closed as general shelter and the said Porta cabin may be used as a part of recovery shelter 243 to avoid any conflict between two agencies. Besides, DUSIB has opened a new Porta cabin recently at Yamuna Pusta just adjacent to the shelter number 244 and more than sufficient capacity of night shelter is available for providing shelter to homeless men at Yamuna Pusta Area.</p>

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	<p>place to stay as well as guidance and counselling through their adolescence.</p> <p>3. Recovery shelter is dependent on volunteers from the general shelter that help with patient referrals, cooking of food and patient care.</p> <p>4. If general shelter will be operated by another NGO, it will create conflict between recovery shelter and general shelter.</p> <p>So, we would like to request to you, please don't do the bid for the general shelter at Geeta ghat. (CES)</p>	
32	Whether experience of running the tents also counted	Experience of running the tents also be considered for evaluating the technical bid.
33	What is the last date for downloading the tender document?	1.00 PM on 27.07.2017 is the last date for downloading the tender document.
34	What is amount of performance security?	The performance security would be five per cent of the value of the contract/award. It includes both the fixed component and variable component for two year period.

- 4. The above clarification sought by the bidders during the pre-bid meeting held on 19.07.2017 may kindly be approved.
- 4. The competent authority has already approved for allotment 15 shelters to various NGOs for providing the shelter management services on voluntary basis without any financial support from DUSIB. Earlier, night shelter branch submitted a proposal for closing 17 unviable shelters. Now Member (Expert) after discussing the matter with Member (Engineering) decided not to close shelter code number 90. After making required modifications as mentioned above, the new clusters proposed by Member (Expert) is also submitted for kind approval of the competent Authority.
- 4. The draft corrigendum in this regard may kindly be approved for uploading in the tender website.

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4. Kindly please from para 41 onwards. Clarifications are given on all the queries/ points raised by the prospective bidders during the pre-bid meeting. The revised cluster is also prepared as suggested by Member (Expert).

PTO

48. In view of the above, Para 44-46 may kindly be approved.

*[Signature]*  
21/07/17

~~MEM (E) AS~~ Ag. Muzke ofd /e (D-KARTAIKETAN)  
~~CEO~~ 21/7/17

~~50~~ Comments, if any

~~Member (RM)~~

51. Pointwise comments / replies may be put on website / tender site!

*[Signature]*  
21/07/17

Kan' Dndh  
21/7/17

~~CEO~~

52. As proposed

~~ME~~

*[Signature]*  
24/07/17

Dr. V. K. JAIN, IAS  
CEO, DUSIB

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21/7  
M. K. TYAGI  
M(E), DUSIB

54. Please upload the corrigendum in the tender website & DUSIB website.

*[Signature]*  
24/07/17

AD (155-1)